



State's Technology Services Offer Savings to Local and Tribal Governments

In March 2005, Governor Doyle announced the Accountability, Consolidation, and Efficiency (ACE) Initiative – a comprehensive plan to further reform state government operations and save taxpayers up to \$200 million over the next four years. As part of this effort, the state's Division of Enterprise Technology (DET) will provide information technology (IT) services to local governments and tribes at the same rates paid by state agencies. Because many IT services are more efficient and affordable at large scale, working together with the state often can save a lot of money for counties, municipalities, towns, school districts and tribes.

Below is a summary of some basic IT services for local and Tribal governments. Future articles will cover services related to training and voice and data networks.

Data Services

File and Print Services: The state offers centralized hosting of consolidated file servers for local and Tribal governments. This includes storage of customer data for data management, backup, restore, recovery and retention. Print services can deliver formatted print to output devices, and include thin client, storage, printer definition, and printer software support.

Data Storage: Local and Tribal governments can utilize the state's centralized storage facility. Consultants are available to help local and Tribal governments plan for the most efficient ways to store and archive data. Full data backup and recovery are provided.

Hosting Services

Application Hosting: DET can provide local and Tribal governments with hardware, software and technical support for storing and serving line-of-business applications: Web-based, custom, off-the-shelf, client-server, program-specific, multi-agency, or enterprise-wide.

Web Hosting: DET can host local and Tribal governments' Web sites and allow them to manage the content directly and immediately through an easy-to-use content management system. The service includes basic site setup; a search engine and site indexing; statistical reporting tools; and up to 100 MB of storage. DET support also provides help with site architecture and design; Web site monitoring; and management of updates and patches.

ePayment Services: This option enables local and Tribal governments to receive credit/debit card and eCheck payments over the Internet.

Mail Services

E-mail: DET can provide local governments with a centrally managed messaging and calendaring system.

Mail Distribution and E-routing: Mail distribution services offered by the state include traditional high-volume, low-cost inserting and mailing. E-routing provides e-mail distribution of documents to subscribers, which avoids postage and handling costs and delivers documents more quickly.

Multimedia Services

Video: These services offered by the state can enable local and Tribal government staff in different locations to hold meetings, training sessions and classes using video and audio media. Compressed video conferencing is ideal for single and recurring events (e.g., bimonthly meetings). IP (Internet Protocol) video services provide both vendor-managed and user-managed video services for frequent use.

Publishing: DET can help local and Tribal governments with a variety of publishing and printing services including business card printing. Customers can submit orders from mainframe computers, workstation files or hard copy. Print jobs also can be e-mailed to the print center.

The state's economical and high-quality technology services can help local and Tribal governments meet their business needs, better serve their constituents and also save money. To learn more about DET's services and find out if they are an option for your government, contact Bernie Mrazik at Bernie.Mrazik@wisconsin.gov or (608) 267-0622.

Additional information about ACE and other programs that can help local and Tribal governments save money and resources is available from the Wisconsin Partnership Web site at <http://wisconsinpartnership.wi.gov>, or by contacting Dawn Vick in the Division of Intergovernmental Relations at 608-266-7043 or dawn.vick@wisconsin.gov.

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